NIH Help Desk Customer Satisfaction Report
For the Period 7/1/2005 to 9/30/2005
Tickets by Category Summary, Sources, Tickets Closed and Unresolved.   Snapshot Date: 10/3/2005
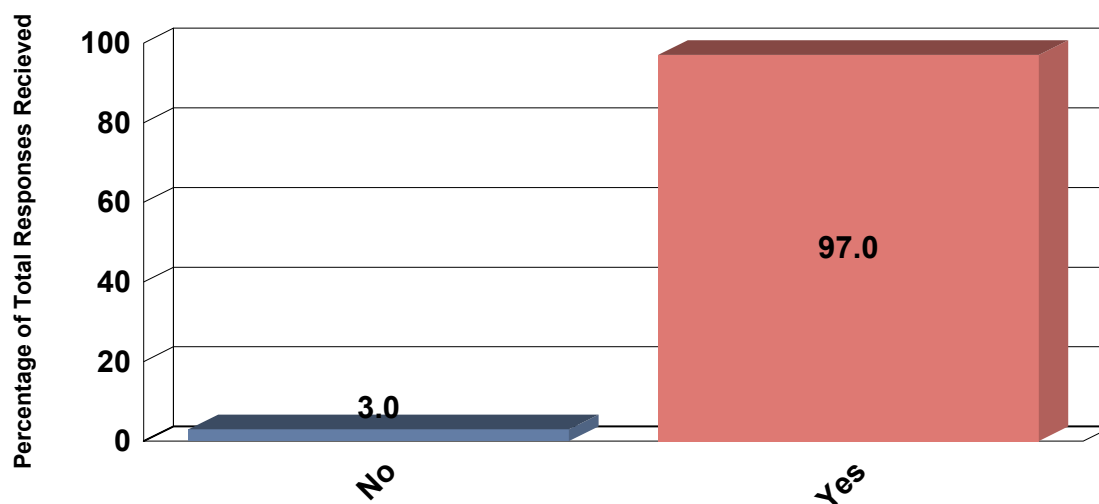
Number of Surveys Sent During Period: 19,603
**Number of Surveys Returned: 1040**
**Rate of Return: 5.30 %**

Were the Consultant(s) Courteous?

Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1677059	I have not spoke to anyone
ST1674662	When I informed him that my user id for DELPRO did not consist of 7 characters he told me it should. I said it contains 2 lette
ST1657952	Rude!!!! He made me feel like I was Infringing on his time. Like he was having a bad day. So I handled the problem myself withou

Did the Consultant(s) Understand the Problem/Request?

Percentage of Total Responses Recieved

	No	Yes
	3.4	96.6
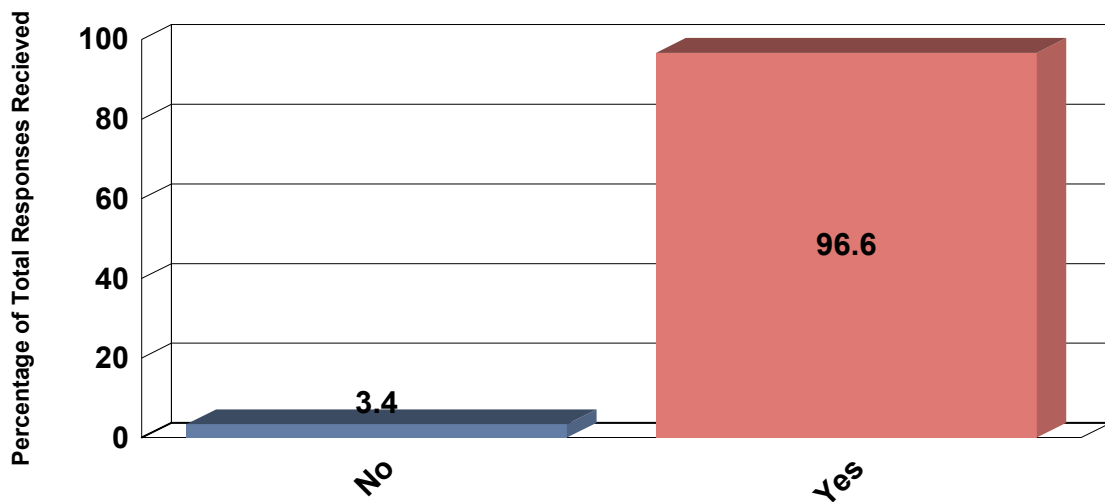
Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
ST1684178	In creating the account, my domain, login, and password were sent to the email address being set up. Therefore, I had no way to
ST1647299	He didn't even talk with me. He sent a standard referral to the Spam website. I've been there and been trained. That is not h
ST1677059	No because I still can not use service
ST1677749	The problem kept recurring because the consultant did not fix it properly - all last week I struggled with my computer being lo
ST1737481	http://www.algorithmic-solutions.info is being inappropriately blocked by the NIH web access control system (http://accessdenie
ST1696883	The consultants did not understand the kind of technical support I needed. I needed Network IP support.
ST1752094	They had "never heard about it" and offered to "do research on it". I can't afford that, so I declined.
ST1702849	NED system is correct, CIT database has wrong information. A request for a change was placed before.
ST1703163	My records show no disbursement of funds....It's not clear to ME how these systems are not coinciding.
ST1719371	I put in a request with Sean Gruber to have my account enabled. Evidently he enabled my account but he neglected to inform me th
ST1690826	No
ST1644113	I was unclear, but the problem was not locking the computer but restricting access to the computer to only a select individuals.
ST1726514	They could not help me with the problem.

Was the Problem/Request Resolved in a Timely Manner?

Percentage of Total Responses Recieved

100

80

60

40

20

0

98.4

1.6

No

Yes
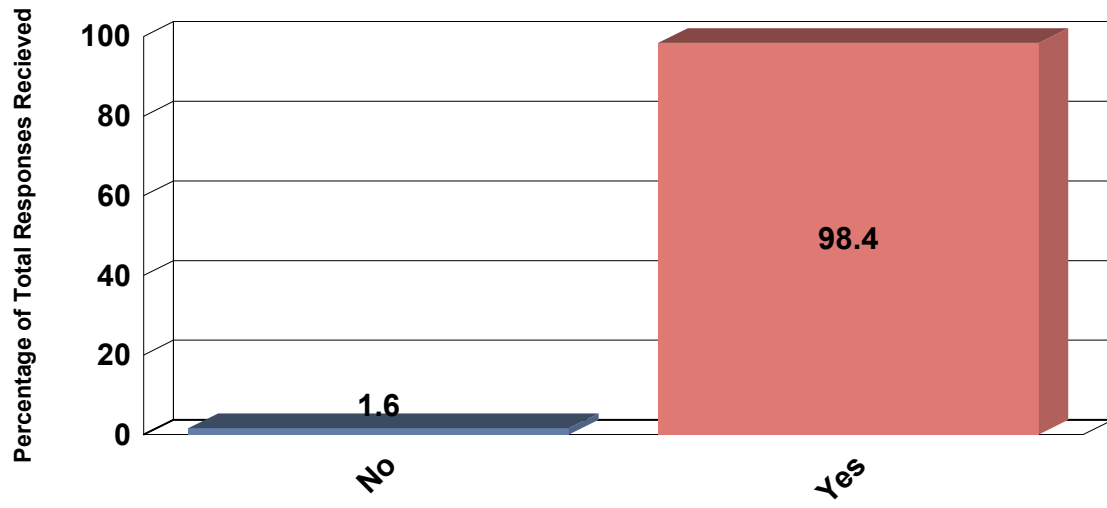
Service Ticket Number   **Given the Nature of the Problem/Request, What Would You Expect to be an Accepatble Amount of Time for This Specific Issue?**

ST1647299	Less than 4 hours
ST1677059	Less than 1 hour
ST1702849	No Answer
	There has been no resolution.
ST1703163	Other (Specify)
	No research was done to conclude closure of this ticket, therefore, no adequate time can be specified.
ST1719371	Less than 3 days
ST1684178	No Answer
ST1735533	No Answer
ST1677749	Less than 1 business day
	As I said above, the problem kept recurring all last week. Only on Friday, the consultant tried something new, and fixed it.
ST1644113	No Answer
ST1667672	No Answer
ST1726514	Immediately < 15 minutes
ST1732112	No Answer
ST1737481	No Answer
	The answer was timely, it was just not germaine.
ST1696883	Less than 1 business day
ST1747282	No Answer
ST1752094	No Answer
	The problem was not resolved at all.
ST1690826	No Answer
	Never resolved

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

Percentage of Total Responses Recieved

No	0.6
Yes	99.4
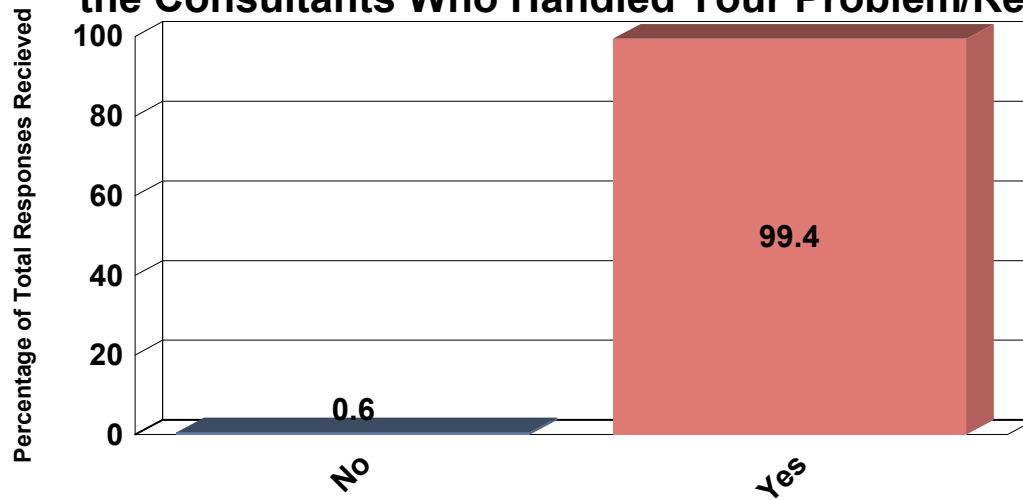
Service Ticket Number	Which Consultant(s) Was Not Effective?
ST1677059	Couldn't tell
ST1674662	NIH Help Desk Consultant
ST1657952	NIH Help Desk Consultant Slightly Rude! Very unprofessional in his handling my call, like I was bothering him by requesting someone to assist Verizon.
ST1684352	No Answer
ST1667672	No Answer
ST1710033	The Consultant who resolved the problem/request

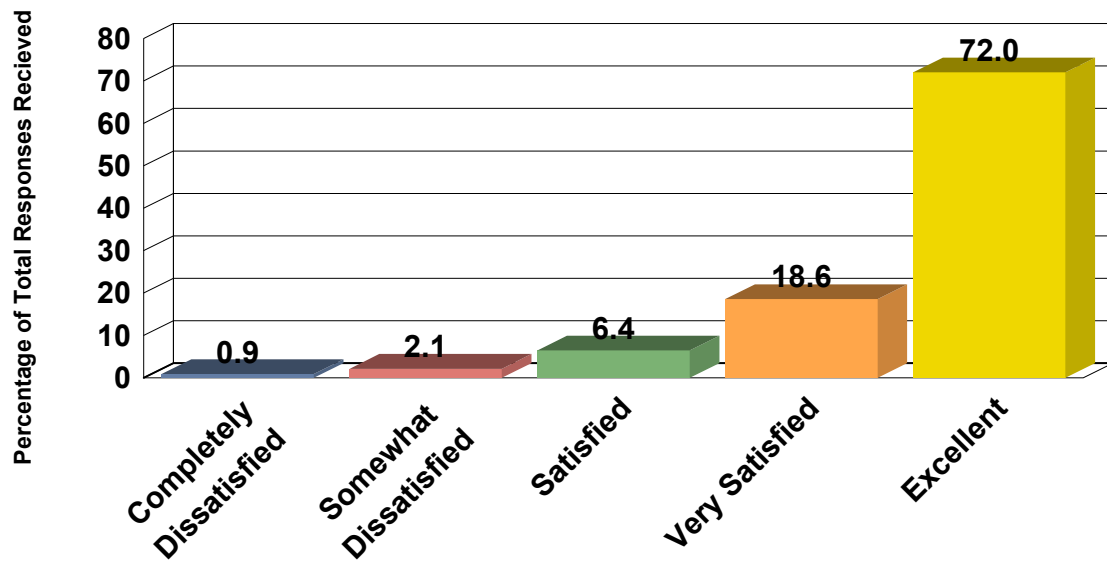# Was the Problem/Request Resolved to Your Satisfaction?

Percentage of Total Responses Recieved

100	
80	
60	
40	96.2
20	
0	3.8

No   Yes
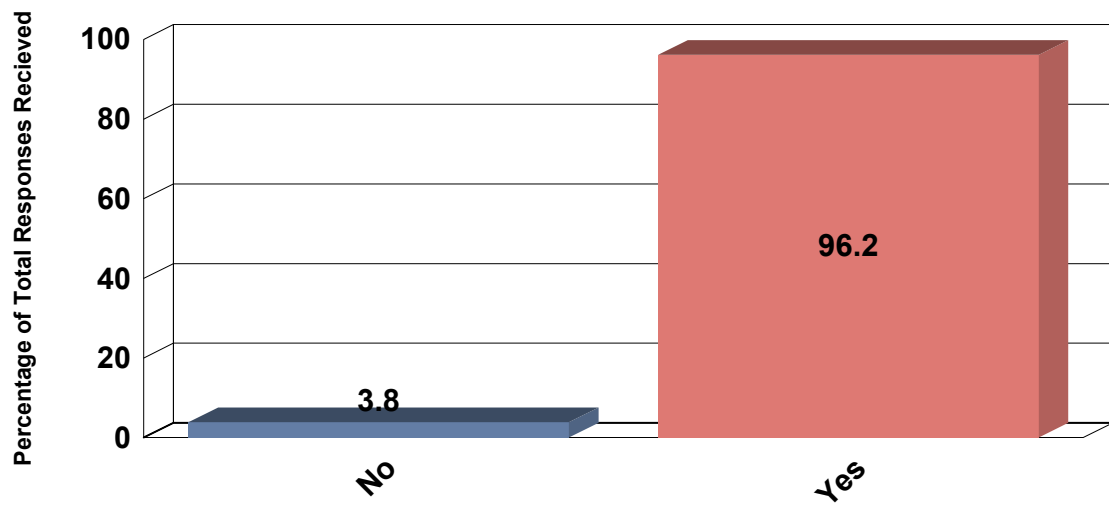
Service Ticket Number   **Would You Like to Reopen Your Service Ticket?**

ST1677059	Yes	
		2022059296
ST1675589	No	
ST1715577	No	
ST1603008	No	
ST1711466	No	
ST1667672	No	
		Help desk contacted me saying they did not know how to direct the reqest to the NED staff. They asked me for the info, which I h
ST1653322	No	
		301-594-1590
ST1752094	No	
ST1672364	No	
		opened a new ticket
ST1747282	No	
ST1677157	No	
ST1467767	No	
ST1657952	No	
		For the record,I took care of problem. I called John Pollack myself,without the Consultant's help. John took very good care of V
ST1707872	No	
ST1634683	No	
ST1719371	No	
ST1739628	No	

ST1735533	No
ST1674662	No
	I will contact the help desk another time.
ST1722476	No
ST1690826	No
	Monday
ST1626248	No
ST1725076	No
ST1702950	No
ST1683207	No
ST1726514	No
ST1725536	No
	See note above.
ST1743496	No
ST1677749	No
ST1702849	No
	No resolution.
ST1691754	No
ST1756279	Yes
ST1644444	No
ST1732002	No
ST1718294	No

ST1705638	No
	I do not need this particular ticket to be re-opened because I have sent an email directly to ListServ Admin. I have access to R
ST1703163	No
ST1696883	No
	I don't feel you have anything to offer
ST1647299	No
	The problem was not resolved. I received an email from "paypal" asking that I provide personal information. I wanted to know i
ST1737481	No

How Would You Rate Your Overall Customer Experience?

Percentage of Total Responses Recieved

Category	Percentage
Completely Dissatisfied	0.9
Somewhat Dissatisfied	2.1
Satisfied	6.4
Very Satisfied	18.6
Excellent	72.0

Service Ticket Number	Comments/Suggestions
ST1629437	I was please with the service.
ST1640622	Randy Francini always do a great job. Thanks Randy,
ST1656429	Just to add on how satisfied I am about the outstanding CIT service that I just received: knowledgeable, exceedingly efficient, problem solved!
ST1660009	Contact information on accessing the CIT website from the main NIH website needs to be updated. Organizational listings, e.g., Division of Engineering Services are obsolete, old Help Desk Phone number is still listed.
ST1666824	I am very grateful for the support given by the NIH Help Desk and their polite and efficient staff.
ST1670625	The CIT consultant was extremely knowledgeable and helpful and my computer problem was solved efficiently and in a timely manner. Thank you,
ST1671293	Mike Dorsey is fantastic and was extremely courteous and friendly in explaining the situation to me.
ST1674516	NO, additional comments.
ST1674767	cus
ST1676699	once she said the words microsoft excel, I then noticed that I did have it, I thanked her for her time
ST1680856	The Help Desk Representative did a good job. Very sound and practical advice to reboot the computer. Thanks.
ST1682088	Carla was very professional and extremely helpful. Thank you.
ST1686749	This whole business of multiple passwords is getting more and more complex. Are we ever going to get to the one-password system?
ST1700518	I needed to use the program over a weekend, and called tech support on the chance that someone would be there to answer my question. Initially I left a voicemail, but very soon afterward a tech person called me back and very efficiently and successfully s
ST1708976	I was unable to log on to and use Delpro from Aug. 16 to Aug. 26. Seems there was alot of unnecessary fumbling around in getting my identity reestablished and getting my computer properly assigned to Delpro.
ST1710399	pretty good service, thank you so much

ST1710905	Thanks
ST1717927	The consultant was extremely helpful, expedient, courteous and pleasant. Thanks
ST1718116	Service was perfect. Thanks.
ST1722064	Joe is a gem! Please clone him.
ST1722107	Joe was very helpful, friendly and had my software up and running within minutes of my request. Many thanks.
ST1725802	I'm very happy how Lakisha Jackson has helped me. She is very prompt, polite, patient and effective. Thank you very much, Maya Goldfarb
ST1729936	We were not provided with information on how to change the password.
ST1731214	Extremely helpful as I was feeling anxious about my problem
ST1733777	CIT techs, Bob & Fernando, were very professional & supportive.
ST1735117	Another problem related to retrieving grant reports from IMPAC has arisen, apprently related to the monitor setup, and led to a second help request.
ST1738539	The Technician was very polite and not at all patronizing that it was just a simple oversight by me. Hire more people like this! Thank you, Jennifer
ST1743087	As I mentioned in the phone conversations, I like the feedback system, it ensures that the client thinks the problem is solved. A caution here in that sometimes it's tough to appropriately handle a call when two vendors are involved. It is good to be aw
ST1743120	I submitted the ticket directly, so there was no consultant involved. You should add a "n/a" response option to some of these questions.
ST1744829	In my experience, most helpdesk people are completely unfamiliar with questions I call about and are unable to answer them quickly. I was very pleasantly surprised today that she (sorry, I didn't ask for her name) understood what I was asking, that she w
ST1747458	Let's see if it stays fixed. I do not like it when IT adds patchlink update agents or anything else without notifying me, as it does/may affect computer performance.
ST1750505	Customer support was fine. However, I think it's absolutely ridiculous to have to submit a form to request a Keyword change for ADB when the screen supposedly gives you the option. I wasted 30 minutes trying to change the keyword myself since the system

ST1751014	Contractor did everything they could to help fix problem. When he couldn't resolve the problem, he gave me all the information he gathered so my IT person could take a look at it before I would have to take the drastic action of wiping my box. He was ve
ST1751454	Phil Jenkins was very knowledge and helpful in tending to this matter. Thank you.
ST1751872	Both the telephone technician and the desk technician were very helpful and concerned about my problem, kudoes to both of them. Thank you
ST1637813	(1) In the help request form there is a question that asks how I would like to be contacted. I always give my email address. Invariably I am contacted by phone. In this case, I was left on hold for several minutes while she contacted the email speciali
ST1645480	there should also be various ways of instructions (email, etc.) telling how to reset your expire password if you don't want to or have the time to speak with cit .
ST1659555	I would like to suggest that the NIH Login page for SILK put a small note saying that you do not need to put 'NIH\' before your user ID. Some logons require it and some don't and the requirements keep changing so it is difficult to remember.
ST1667359	Thanks.
ST1681540	I was so appreciative to receive such a quick response. The young lady was very helpful. Thank you.
ST1684385	Thank you
ST1684744	I greatly appreciate the timely and high quality service provided by the Help Desk/CIT.
ST1688384	Mrs. Patti Cleveland is an exceptional individual, who has no room for improvement. Simply put, service couldnt be provided any better. Thank You Patti Clevland
ST1689707	The consultant, Todd, was extremely helpful in answering my question. The Help Desk is extremely essential to being available at all times for NIH staff's continuing work progress and challenges. Thank you!
ST1690079	None.
ST1690412	The help desk responded alomost immediately to my email requesting help. The gentleman who assisted me was was very professional, efficient and extremely helpful. He explained very clearly what I should do.
ST1690511	Patty is always do thing right
ST1691780	Thanks, Joe Gannon...you were great!

ST1696230	Phil Jenkens is fantastic - give the man a raise!
	Many thanks, Cheryl
ST1696563	When talking to the person regarding the parachute account, I mentioned that I heard that Parachute is now using the NIH logon and password and I was told NO, that is not available yet. When returning to my office, I found the email from William Jones on
ST1700066	I was sent the information requested via email. Unfortunately, I have not tested the data at present. If all goes well I should be very satisfied. Thanks.
ST1701054	Thank you
ST1703489	Great Work! Thanks!!!
ST1705263	It is refreshing to have such an excellent, courteous, patient technician who rapidly responds to the problem. His name was David. Thank you for this service.
ST1709037	There should be some guidance as to what the requirements for a new password are so I could have figured it out on my own. I tried many combinations of characters before I called for assistance.
ST1714806	Response time was quick and the technician was most helpful in resolving the problem.
ST1718886	It really helps to be able to talk with a knowledgable individual. Thank you.
	Carl
ST1727159	I have been very pleased over the past several months with multiple tickets that have been completed by Justin Kirby and Andrew Rosado. These guys often go above and beyond the call of duty and are always knowledgeable, helpful, and polite. I really app
ST1727309	thank you
ST1728415	Very excellent help as usual.
ST1729705	Outstanding service!! Please commend the young lady who walked me through the process to resolve the problem. Thanks.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1733197	Randy is always eager to assist. Thanks.
ST1733610	"Tony" was curtious, as well as helpful. He's an asset to the NIH Community.

ST1737321	Good Job! & Thank you!
ST1742854	always *****
ST1745708	Very helpful!
ST1750911	great fast response
ST1753142	N/A
ST1756373	The Help Desk was very courteous and helpful as always!
ST1636292	Very efficient operator. Really outstanding. Thank you very much. 7/1/2005
ST1645616	No additional comments.
ST1646300	If you would clearly state the password requirements when a password is rejected, it might save a lot of phone calls.
ST1647450	Message was received that the resolution had been completed without indicating it could take up to 3 hours before the correction was displayed. Consultant called and explained.
ST1662675	The tech who called me should not be at work today - she could barely speak due to laryngitis. She's harming her voice by trying to speak. Thanks anyway.
ST1664437	Randy and company were prompt and very helpful. thanks guys...
ST1670412	Thanks, John.
ST1681126	This specific consultant is superior than others who served our PC regularly.
ST1681253	Always outstanding service
ST1691403	Fast Response.
ST1694766	CIT HAS ALWAYS HELPED ME IN A MOST EFFICIENT, TIMELY, AND COURTEOUS MANNER.
ST1696634	It was good that Treesy Cox informed me by phone that the problem was resolved. Thank you.

ST1697740	Thanks for the continued help!
ST1701717	I want to thank the entire staff because every time I call in everyone is so efficient and easy to work with. Thank you all very much.
ST1703463	The CIT representative I spoke to was very, nice. I thank her for her help even though my question was stupid:)
ST1703828	Not at this time. CIT is very professional and reliable. Thank you.
ST1719899	Keep doing what you are doing!!!!
ST1721546	It's fine, doesn't need improvement. The staff is always helpful and courteous; can't ask for more than that.
ST1724052	support person did not have detailed knowledge of what might have caused the error message i got; message probably due to weekly cit windows updates rollout this week, but no information was provided regarding possibly getting an error message this time
ST1727176	I appreciate the quick response to this request.
ST1730054	The CIT consultant was very informative and knowledgeable with my computer/ADB problem. She provided clear information and a direct solution to my challenge. Thank you!
ST1731678	Joe was a tremendous help. He was VERY patient was a person who is not computer literate. I love the computer, but boy do I hate it. Thank you all.
ST1735181	You guys are always there to help out and never seem to lose patience. Thanks so much!
ST1736631	I don't know if this is within the responsiblities of CIT, but the ADB does not state, at least not on any commonly accessed screen, that User IDs will be deactivated after a certain period of not being used. The ADB should clearly state this in a promin
ST1741773	Thank You so much for all your help.
ST1742575	The Technician was very polite and thorough.It was a quick and pleasurable experience. Thank you, Jennifer
ST1757198	The technician was very helpful and efficient.
ST1633247	I think that you need to have more than one helpdesk engineer who understands Macs and OS X.

ST1644232	m
ST1649572	First Helper was patient but didn't understand the problem. Second helper was excellent, but the total time required to delete 2 accounts in Titan was 45 minutes. This does seem a bit excessive.
ST1654430	I ran into this problem on a Saturday, and was more pleased than you could imagine to find someone from the Help Desk on duty over the weekend. The technician with whom I worked was just fantastic....he could not have been more helpful. My problem was not
ST1659371	Excellent help as usual. Thank you.
ST1659687	There is a typo, "you", not "your" in your question 4!
ST1662564	Darrel, thank you for calling me so quick and taking time out of your busy day to walk me through the website my.nih.gov.
ST1675079	Very friendly and wonderful. Thank you so much!
ST1680268	Joe Gannon is a consumate professional and has again rendered outstading service. He deserves the high commendation and recogintion for his performance.
ST1683671	The Helpdesk Personell was GREAT! and professional, courteous, and helpful. John
ST1686892	#4 question has a typo ("your" should be "you")
ST1688932	Actually he was great, especially since I was thinking so slow. Also, he was very patient.
ST1690449	The only problem is that I was not informed I would lose all of my contacts and calendar information during this process! The helpdesk staff should have known this process would do this to me and should have informed me to back everything up first. I am
ST1693800	Keep Brian happy
ST1699037	I very much appreciated Fernando Falcon's persistence in solving this problem. Thanks for the excellent effort.
ST1700108	The service rep escaled the issue to a manager who resolved the issue effectively and quickly.
ST1701506	Sorry for confusion. Everything is O.K.

ST1711240	Morgan went above and beyond the call of duty to assist me. I am extremely grateful. I know there are times when we do not answer these questionnaires, but this time I had to respond, because Morgan saved the day. Thanks a lot. Lesley Wathen
ST1711417	This was an immediate need, where a file I had worked on ended up being saved in a temporary, initially hidden location. The tech was very patient and resourceful ... and we successfully retrieved my file! Thanks --
ST1716026	The only possible glitch in the process was that I received calls from two (rather than one) technicians to ask whether the matter was resolved. I can hardly complain of too much excellent service, however!
ST1721344	Fantastic service!
ST1723128	*****
ST1730029	Fernando was a big help and he followed up, which was great!
ST1731511	I do not know if this problem was resolved as yet - it was for my boss - thankyou
ST1735232	very patient
ST1739141	The consultant, Ms. Cathy Poole, was exceptionally knowledgeable and directed me through steps to correct my ITAS problem. Ms. Poole provided me with solutions and guidance on following through with the corrective steps to solve my software problem. Exce
ST1746619	I have to say I am very impressed at the efficiency and ability of Andrew Yi. He was very nice and solved the problem in lightning speed. He's a very good diagnostician. Thanks!
ST1753903	Sorry forget his name, he was very professional and knowledgable on my problem. Well done
ST1639641	Quick response as always.
ST1641132	Thank you!
ST1642150	My only concern is that the 'cause of the problem' was not identified. Therefore, the 'problem' may happen again, and not only to me but other employees. This just takes up needless time to again 'solve' the 'problem'.
ST1644106	Thanks for coming to my aid. Jane
ST1648180	Excellent. Thank you.

ST1649705	Mike was courteous and effective in walking me through an unfamiliar-to-me problem. Thanks
ST1655920	Thanks
ST1668378	The assistant was VERY helpful, prompt, and knowledgable!
ST1668550	Joe Gannon saved us from ordering a new battery for our mac. We were sure that was the problem until we consulted with him. We're always going to request Gannon from now on. Thanks.
ST1680253	Boris the support team member provided outsanding service as did Joe Gannon. They deserve recognition and high praise.
ST1680669	No, you're doing a great job!
ST1686806	Candice was a great help. She was excellent at solving nothing for me. I did it on my own.
ST1699241	This experience, like most I've had, was excellent. Sometimes, though, the HRSA tachs are slow to respond to problems after the ticket is issued. More than once, I've waited 4+ hours for any response to a problem that made it impossible to log into my co
ST1703073	good work!
ST1710098	NIDA computer support people are great.
ST1714238	I have never anything but the most courteous and help service from CIT. Thank you.
ST1720042	No. I have always been please with the help desk.
ST1726829	A young lady by the name of Soma, (I do not know if I spelled her name correctly), and a gentleman by the name of Morgan were a great help to me. I value both of them very much for the excellent assistance that they provided to me.
ST1735739	Great help, as always. The Help Desk is a fantastic resource and everyone I get help from is excellent!
ST1737444	I appreciated the quick response and that the responder was thoroughly familiar with what to do to resolve the problem. He walked me through the solution quickly and easily.
ST1739019	The instructions for installing VPN were not clear in some aspects, mainly the username and password that I should use, so I had to wait until someone called me home. Otherwise, I think that I could have installed it by myself. Thanks,
ST1742769	Excellent help as always.

ST1750002	THANK YOU
ST1752232	Excellent service as always. Thanks.
ST1756431	Thank you.
ST1636825	Just a small issue, the person who contacted me talked a little to fast on the phone and was difficult to understand. IF he slowed down, that would be helpful.
ST1637579	Excellent, rapid response. Thanks to Jeff.
ST1640921	I cannot speak too highly of the service given by Joe Gannon...and many of my colleagues feel the same way.He gives clear instructions, is patient, and overall does a first rate job.
ST1641326	Very good service as usual.
ST1646651	I am grateful for the support
ST1648366	THE PROBLEM WAS TAKEN CARE VERY QUICKLY - THANK YOU
ST1650794	Extremely fast response - thanks
ST1651721	Morgan Glines did a great job!
ST1653418	Thank You and Thank You All Again!
ST1655040	I am delighted with the service I received from Mr. Gannon. He was prompt, knowledgeable, competent, patient, and cheerful. Thank you.
ST1660949	I got a superb help on this ticket, thanks.
ST1671292	I didn't speak with anyone but did receive a prompt email with instructions. Thank you!
ST1672484	Jack was great. Thanks.
ST1675973	The tech did a great job. Thanks
ST1676248	Please convey my thanks to Carla for her patience and consideration. You are fortunate to have her on your staff. What a gem!!! Thank you.

ST1680939	thanks!
ST1683164	Very helpful response
ST1689303	As always, Joe Gannon is knowledgeable and always has the answers to "Mac" problems. He is an invaluable aset to NIH!
ST1690033	Martin is wonderful. As a new kid on the block, he has more than helpful in getting me set up with this computer.
ST1692429	I fixed the problem myself - took 4 reboots! - But the tech was respondsive as usualy.
ST1694751	Not at this time.
ST1704768	Thank you for your quick response. I actually like making the changes myself by phone because it gives me an opportunity to learn how to troubleshoot for the future. Appreciate your service.
ST1705510	His assistance was superb!! Nothing more to add.
ST1707119	I thank Nikki Thomas who was able to offer quick and competent help! I also thank Robin Rice for her help on a late Friday evening to ensure that I followed Nikki's instructions correctly. -Dr. K.Davis
ST1708036	Carla Johnson went beyond normal IT support service. Carla helped me identify and resolve a computer challenge and also "printed and faxed" the urgently needed "text" to me quickly. Outstanding and excellent IT support. Exemplary work done by Carla Johnso
ST1708430	Excellent help as always.
ST1714314	efficient
ST1714420	great service, as always. thanks much!
ST1718988	I wish to commend Morgan, Justin and Joe Gannon who all contributed in a most helpful manner to resolve our NIH and parachute problems in a timely interval. This was especially appreciated over a holiday period. Many thanks. E. Schiffmann,
ST1734215	Thanks to Patty for walking me thru the process.
ST1737409	Thanks for Quay's (sp?) quick and helpful response!

ST1745872	orderly process, creative problem solving, thorough. Problem resolved
ST1751960	OUTSTANDING assistance beyond the call of duty. Thanks much !!
ST1753637	make it easier to find the right (CIT) help desk e-mail address in the e-mail directory
ST1636888	I was very impressed that I was called back with an answer within 11 minutes of sending my email asking a question.
ST1637019	Many thanks!
ST1639857	I'm quite pleased with the help I received.
ST1646681	This is an excellent support
ST1648100	Agent was initially too eager to close this ticket. I sent a reply back asking the ticket remain open until voicemail was established and I could successfully get in. Ticket was re-opened and I received my passcode later in the afternoon. No further
ST1652795	Very excellent help as usual. Thank you.
ST1656173	I spoke with two technicians, both of whom were quite helpful. The problem appears resolved at present and I hope it doesn't recur. Thank you very much for the prompt service.
ST1660613	Dan was extraordinarily helpful. Rapid resolution of the problem and very courteous as he guided me through the steps. Please thank him for me!
ST1665340	I wish that NIH would inform us of changes to firewalls, computer work and other issues that may affect the end users (even NIDA IRMB didn't know of this change in policy). Thanks again to Phil (and Todd) for quickly understanding and resolving my proble
ST1665728	Thanks
ST1668595	was the helper in India?
ST1672045	The consultant emailed me later in the day to confirm that problem was resolved and the helpdesk would be available if further problems arise.
ST1674210	Brian was very professional and genuinely concerned.

ST1686480	The young lady who assisted me with my problem was very courteous and patient as I was following her instructions and I greatly appreciated that.
ST1687139	NO
ST1688201	I submitted this request 3 times - I finally called and asked to please speak with someone - thank you -
ST1694277	Thanks!
ST1696822	Jamie was the person who helped me on this. He was terrific. I have had only great help from the Help Desk. Thanks for your great service to the NIH.
ST1698595	none
ST1699368	The SERCH system is quite slow and the users manual isn't that friendly. Perhaps a little refinement is in order?
ST1713852	Great job Patty! thanks for all the hard work.
ST1714295	Thanks to the tech
ST1715683	I always get very helpful and knowledgeable assistance. Very grateful to you all, since I seem to have to call on you frequently.
ST1717659	Always so helpful
ST1722773	Please call and leave a voice message if you can not resolve the problem in the same day. thanks.
ST1725013	Very prompt and excellent help as usual.
ST1728182	Thank you
ST1728397	Operator inexperience is current problem. Thanks for getting me started.
ST1731521	This was the first time in months I've received a timely response to a problem. I have dialed the 401-4357 Help Desk number numerous times and had to hang up for immediate problems that could have been easily resolved. The NIH Help desk must be a differ
ST1735768	Thank you for your assistance.

ST1741551	Very responsive-as usual!
ST1742853	Thank you!
ST1751921	We really appreciate the quick turn around in completing this task in such short notice! Much appreciation to Ms. Pam Davis for her continued assistance to the Operator Services Team!!
ST1636027	The young lady I spoke with on the phone this morning was very pleasant and helpful.
ST1636872	Technician provided helpful email instructions and contact info so I was able to contact him with additional questions which he answered. Extremely helpful interaction in which I learned additional useful features of my calendar.
ST1640924	The problem was solved very quickly! Thanks!!
ST1645494	Keep doing what you're doing!
ST1645906	he told me what to do and who to send the spam to
ST1648564	Your response and courteous service are very good. Cannot think of any improvements needed at this time.
ST1653093	The service was the quickest and most courteous interaction I have ever received from the NIH Help Desk.
ST1668760	Thanks for putting up with my impatience and ignorance about distribution lists. With the new SMTP lockdown policy, this new mailbox will enable by application to proceed as usual with confirmation messages. Thanks again
ST1671752	Thanks
ST1671974	Thanks Sean
ST1679257	I am very thankful to Randy Frencini. He works fast,effectively, and he is very polite.
ST1681748	She is patient and courteous - excellent service
ST1681820	The consultant who helped me was great. However, the person who answered the phone promised to get right back to me with someone who could help. I explained that I was waiting and she agreed to get right back to me. Two hours later, I called again and

ST1691456	Very professional and efficient in helping me accomplish the archiving of old sent messages!

Thanks, |
| ST1691659 | I wasn't aware I could change my ADB password through silk.nih.gov

Hope I can remember this for the future, thanks! |
ST1700952	feedback took longer than resolving the issue, but ......
ST1703494	Joe was extremely patient, knowledgeable, and helpful! Thank you.
ST1711985	Thank you for your help! :-) DAJames
ST1715204	No.
ST1718438	Excellent service!
ST1719719	Carla was helpful, kind and patient. Her assistance was superb. She is a wonderful employee.
ST1723625	both young men were very pleasant and totally understood how important the issue was to me.
ST1724735	Thank you very much!
ST1732321	I appreciate the manner in which the consultant walked me through the configuration with patience.
ST1741395	Thank you Shaquita.
ST1748673	Very helpful in solving my email issue.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1754670	If this solves the problem, I'll be a happy customer. This is a repeat problem from yesterday which we thought was solved then.